

## Message Text

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PAGE 01 STATE 201582  
ORIGIN AF-10

INFO OCT-01 ISO-00 EB-08 /019 R

DRAFTED BY ;F/W:DBEASUM:LMG  
APPROVED BY AF/W:RGHOUDEK  
-----019359 092248Z /15  
P 092132Z AUG 78  
FM SECSTATE WASHDC  
TO AMEMBASSY LAGOS PRIORITY

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FROM AMBASSADOR EASUM

E.O. 11652: N/A

TAGS: EAIR, NI

SUBJECT: PAN AM TRAVEL SNAFU

1. MY APOLOGIES TO ALL CONCERNED FOR FOUL-UP IN LAGOS ARRIVAL ARRANGEMENTS FOR EASUM FAMILY. TWO FACTORS, BOTH BEYOND YOUR AND OUR CONTROL, PRODUCED THIS MESS.
2. FIRST, YOUR TELEGRAM CORRECTLY ALERTING US THAT PAN AM DID NOT FLY ON MONDAYS WAS DISTRIBUTED IN THE DEPARTMENT TO PERSONNEL OFFICE ONLY. ALTHOUGH SENT BY YOU EARLY FRIDAY MORNING WASHINGTON TIME, IT DID NOT REACH AN ACTION DESK IN PER UNTIL MONDAY MORNING.
3. SECOND, PAN AM CONTINUES TO ADVERTISE THE MONDAY FLIGHT. COMPUTERS DISPLAY THE FLIGHT AND TICKET AGENTS SELL IT. BEGINNING ONE WEEK BEFORE EACH PUTATIVE FLIGHT, HOWEVER, PAN AM ACTIVATES A CONTROL SYSTEM WHICH CANCELS THE UPCOMING MONDAY FLIGHT. FOR REASONS PAN AM

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HAS NOT YET EXPLAINED, THE CANCELLATION MECHANISM WAS NOT ACTIVATED LAST WEEK AND THEREFORE SOME THIRTY PASSENGERS FOR LAGOS EMBARKED MONDAY JULY 9 AT 1745 AT JFK ON PA 186 TO LAGOS. AT LEAST THEY THOUGHT THEY WERE GOING TO LAGOS AND PAN AM PERSONNEL EMBARKING THEM AT JFK THOUGHT SO TOO.

4. I HAVE REMONSTRATED WITH JIM MICHAELSON AT PAN AM REGIONAL HEADQUARTERS IN WASHINGTON TO THE EFFECT THAT, EVEN IF THE FAIL-SAFE MECHANISM WERE TO WORK PERFECTLY, PAN AM TECHNIQUE OF BOOKING AND THEN CANCELLING IS AN INDEFENSIBLE EXPLOITATION OF THE TRAVELLER. IT CANNOT BE JUSTIFIED, AS PAN AM HAS TRIED TO DO, AS A BARGAINING CHIP OR PRESSURE TACTIC TO OBTAIN A FOURTH FREQUENCY OR AUTHORIZATION FOR USE OF WIDE-BODIED EQUIPMENT. IT COULD IN FACT PRODUCE SUFFICIENT RESENTMENT FROM PASSENGERS AND FROM THE FMG TO BOOMERANG ON PAN AM OBJECTIVES FOR THE WEST AFRICAN ROUTE.

5. I WILL BE PURSUING THIS FURTHER WITH PAN AM AND CAB OFFICIALS IN A MEETING EARLY NEXT WEEK.

VANCE

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## Message Attributes

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**Disposition Approved on Date:**  
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**Disposition Comment:** 25 YEAR REVIEW  
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**Disposition Event:**  
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**Enclosure:** n/a  
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**Review Markings:**  
Sheryl P. Walter  
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